

Is there anything a child can do if the CSA or other provider denies the child services or ends the service earlier than the family wants?

If a CSA or other provider finds that a child does not need a certain service or plans to end the service and you disagree with that decision, call the Children's Law Center.

How does a child enroll in the right type of MassHealth?

To determine what coverage type a child has, call the number on the child's MassHealth card or call MassHealth client services at 1-800-841-2900. Many community health centers can help a child enroll in MassHealth or change coverage types. If you are having trouble enrolling a child in MassHealth or a specific type of MassHealth, contact the Children's Law Center.

Is there anything a child can do if MassHealth will not enroll the child or will not pay for services?

If MassHealth will not enroll a child or will not pay for services that a provider has said are necessary, the child's parent/guardian may file a grievance and appeal. For help with the grievance or appeal, contact the Children's Law Center.

For more information call:

Children's Law Center of MA
298 Union Street, Lynn, MA 01901
(tel) 781-581-1977 (fax) 781-598-9364
www.clcm.org

Phone Assistance is available during business hours.
Please call 1-888-KIDLAW8 and request to speak with an intake worker.

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**CHILDREN'S
BEHAVIORAL HEALTH
INITIATIVE (CBHI):**

*Behavioral Health Services
for Youth*



CHILDREN'S LAW CENTER
OF MASSACHUSETTS



United Way
of Massachusetts Bay
and Merrimack Valley

What is CBHI?

CBHI stands for the Children's Behavioral Health Initiative. It is an effort by MassHealth to provide more community-based behavioral health or mental health services to youth under the age of 21 who have MassHealth and who meet certain criteria. Sometimes these services are also called "Rosie D." services.

Who do the CBHI services help?

MassHealth designed these services to help youth under 21 who are experiencing mental health, behavioral, emotional, or substance abuse issues. The services also support the families of the youth.

What services are offered as part of CBHI?

- **Intensive care coordination (ICC):** A care coordinator organizes "wraparound" services to create one family-centered treatment plan that includes other providers. A Community Service Agency (CSA) provides the ICC service.
- **Outpatient therapy:** Therapists provide counseling to youth and sometimes their families in an office environment.
- **In-home therapy (IHT):** Counselors work with the whole family in a home or community setting. Includes 24/7 urgent response and day-to-day support to achieve goals.
- **In-home behavioral services (IHBS):** Management of challenging behaviors at home or in the community. A counselor creates a behavior plan, and a behavior monitor uses the plan to model and reinforce healthy behavior.
- **Therapeutic mentoring (TM):** A mentor works one-on-one with a youth to address daily living, social, and communication skills at home or during social and recreational activities.
- **Family support and training (FS&T or family partners):** A family partner with experience caring for a child with special

needs provides one-on-one support, education, coaching, and training to the youth's caregiver.

- **Mobile crisis intervention (MCI):** A face-to-face response to youth in crisis available 24/7 in which the MCI provider will go out to where the youth is — including school, the home, or other setting — and will help manage the crisis for up to 7 days.

How does a child and the child's family use mobile crisis intervention (MCI)?

When a child acts out, the caretaker at that time may call mobile crisis intervention (MCI) instead of the police or ambulance. The child does not need to have used the MCI or other CBHI services in the past in order to get MCI, but the caller must call the MCI provider in the area. To find out the MCI in your area, call MassHealth client services or the Children's Law Center.

Who provides the CBHI services?

- **Community Service Agencies (CSA):** CSAs are the only providers of intensive care coordination (ICC) and family support and training (FS&T). Some CSAs may also provide other services and/or will help find additional services.
- **Community organizations:** Various organizations in your community provide outpatient therapy, in-home therapy, behavior services, and therapeutic mentoring.
- **Hospitals and community health centers:** Many hospitals and community health centers provide outpatient therapy and/or in-home therapy.
- **Individual providers:** Individual counselors who have their own offices provide outpatient therapy.
- **Mobile crisis teams:** Professionals at community organizations and hospitals who specialize in crisis management provide mobile crisis intervention.

Who is eligible for CBHI services?

In order to receive CBHI services, the youth must be under the age of 21. Only youth who have MassHealth may receive Intensive care coordination, in-home therapy, in-home behavioral services, and therapeutic mentoring. Different outpatient therapists accept different insurance plans. The provider (a CSA or therapist) must determine that the child needs the service before providing it.

How does a child get CBHI services?

A parent/guardian (or any adult in the child's life) may call an outpatient therapist, in-home therapist, or CSA in order to ask for services. A parent/guardian (or other adult) may call directly without getting a referral from another doctor. To find a provider in your area, call the Children's Law Center or the child's Health Plan (usually listed on the child's MassHealth card). If you do not know the child's Health Plan, call MassHealth client services at 1-800-841-2900.

Must a child already have a certain diagnosis to get CBHI services?

No. When a provider meets with the child, that provider will make a determination what services the child needs. The child does not need to have a certain diagnosis before going to see a provider.

Who pays for CBHI services?

MassHealth pays for the services as long as the child has the correct type of MassHealth and a provider determines the services used are medically necessary. Most providers will work with the family and child to ensure that MassHealth will pay for the services.